Communication with the MHOAC during an incident:

1. ReddiNet – primary mode of communication
2. Phone: Medical Alert Center (MAC) - 866-940-4401
3. Email: EMS Agency Duty Officer - emsadutyofficer@dhs.lacounty.gov
4. Fax: 562-906-4300

Other email addresses and/or fax numbers will be given out during an incident if the Department of Health Services Department Operations Center (DHS DOC) is activated

See Los Angeles (LA) County EMS Agency Communication Plan for other forms of communication methods

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**Incident or Disaster Occurs**

Ensure facility/agency is logged on to ReddiNet (if applicable)
Monitor for messaging and/or polling from MAC/DHS DOC

† Resources required? ➔ YES

Submit a resource request form (RR) through ReddiNet, if able, or via any of the other communication modes listed above

NO

Respond appropriately to all polls and messages as applicable — DO NOT "Reply all" if messaging received via email

Contact MAC/DHS DOC as needed through ReddiNet if able. Otherwise through the other established methods according to the LA County EMS Agency Communication Plan

LA County MHOAC will forward any request to the Regional Mutual Aid that it cannot fulfill. The request will then be escalated to the State and Federal levels as needed

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*Healthcare sectors include but are not limited to: hospitals, clinics, ASCs, dialysis centers, EMS providers, LTC facilities and home health/hospice agencies

*All other methods of obtaining resources must be exhausted prior to requesting any from LA County